

I.	<u>Position Title:</u>	Receptionist - Public Utilities	<u>Revision Date:</u>	06/04
			<u>EEO Code:</u>	Admin. Sup.
			<u>Status:</u>	Non-exempt

Under the general supervision of the Public Utilities Management Analyst, operates the department's telephone system operator's console, personal computer, fax machine, and performs additional clerical duties.

- Provides customer service for walk-in public
- Operates the department's telephone operator's console by directing all incoming calls and inquiries to appropriate departments and/or individuals
- Acts as the receptionist for employees and citizens
- Assists with general telephone operations
- Sorts and distributes incoming telephone messages
- Maintains phone logs, directories, miscellaneous forms preparation, and distribution
- Utilizes the work management system

- Data entry, filing, and sorting
- Perform other duties as assigned

**Analytical Ability:** Apply general principles and ordinances effectively to specific conditions; ability to handle confrontational situations and make sound decisions.

VI. Working Conditions:

Moderate pressure and fatigue are present in this position due to great exposure to stressful situations; constant attendance is required; work assignments are broad and performed with limited supervision; work is referred to supervisor as questions arise; frequent exposure to heavy telephone and walk-in traffic.

The above statements are intended to describe the general nature and level of work being performed by the person(s) assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. The approved class specifications are not intended to and do not infer or create any employment, compensation, or contract rights to any person or persons. This updated job description supersedes prior descriptions for the same position. Management reserves the right to add or change duties at any time.

DEPT/DIVISION APPROVED BY: \_\_\_\_\_ DATE: \_\_\_\_\_

PERSONNEL DEPT. APPROVED BY: \_\_\_\_\_ DATE: \_\_\_\_\_